

Issue Number	Issue Title	Scope	Conference Recommendation(s)	Status (Closed, Active, or Elevated)	Disposition
190-99	Restrooms Renovation at the Town Hall (1999)	The Town Hall facility is used for many military/civilian functions. It has one ladies and one men's toilet and they are not handicapped accessible. There are unnecessary partitions causing problems accessing the rooms.	Make restrooms handicapped accessible and add additional stalls to service building capacity.	Closed	Unattainable-Renovation not cost effective for space usage
262-03	Outdated Telephone Systems (2003)	Remaining antiquated phone system affects customer service and workforce productivity due to lack of voice mail, call forwarding, and caller-ID features.	1. Create an installation-wide standard for phone systems, 2. Update antiquated phone systems to the 21st Century for better provision of services.	Closed	
290-05	Mobilization & Contingency Plan for FMMC Civilians (2005)	Civilians working at FMMC are unaware of the existence of a mobilization or contingency plan for chemical, biological or nuclear situations. This affects all civilians working at FMMC and failure to educate civilians on what to do in these situations could result in unneeded casualties.	1. Access the threat, 2. Create a plan to include all civilians working on Fort Myer/McNair, 3. Educate and train according to the plan.	Closed	
291-05	Customer Service Feedback Systems at FMMC (2005)	Due to funding restrictions, FMMC has been performing at a level that is lower than in previous years. Currently, only health, life and safety issues are being addressed. When funding is elevated, the level of customer service feedback will increase as well. Revised Scope: FMMC participates in the ICE program for its main customer feedback system. In addition, to ICE there should be another customer feedback system that is user-friendly, easy to monitor comments and cost should be minimal.	1. Provide mandatory customer service training to new and existing employees, 2. Reinstate Commander's comment box, 3. Revise and re-implement customer comment cards to supplement ICE (Interactive Customer Evaluation) for people without access to computers.	Closed	

319-07	Pentagon Shuttle Buses to Include Family Members (2007)	Family members are not allowed to ride the Pentagon military shuttles. The public bus will not come on FMMC since 9/11. Usage would allow easier attendance at military ceremonies/functions. This is a safer fallback mode of transportation when parents are unavailable. Also, there is no civilian parking at the Pentagon. Using the Pentagon military shuttles, which are usually empty, provides transportation for Family members which takes advantage of mass transit.	Allow Family members to ride space available on Pentagon military shuttles on day routes.	Closed	Not prioritized at MDW AFAP- deemed unattainable
323-08	Disabled Commissary Patrons	Disabled patrons struggle to use the commissary facility. Arrival/departure, obtaining mobility, reading labels, and retrieving products create a challenging environment for disabled patrons. Loss of accessibility is tantamount to denial of privileges.	Provide easier accessibility for disabled patrons.	Closed	
325-08	Qualified Healthcare Professional at Fort Myer CDC	There is no qualified health professional at the CDC. Caregivers must perform health care-related tasks to 300+ children. Assigning a health care professional to the CDC provides immediate care for the enrolled children, reducing the impact on Garrison and local resources.	Authorize a health care position that provides immediate health care to the CDC.	Closed	Not prioritized at HQ DA AFAP
327-08	Patient Medication Disposal	The American Pharmacists Assoc. guidance for disposal of expired and unused medications is complex, generally unknown, and not followed. Military pharmacies safely dispose of in-stock, expired medications. Patients need a safe and simple way to dispose of their medications to protect the environment and reduce abusive or hazardous use.	1. Require military pharmacies to accept unused and expired medications from patients for disposition, 2. Inform patients of the medication disposal service, its importance, and legal concerns and cautions.	Closed	Not prioritized at MDW AFAP-deemed unattainable due to lack of resources to manage disposal. Public awareness in place.
334-08	Affordable PX Haircuts	The cost of haircuts increased recently from \$7.50 to \$9.50 at the Post Exchange. Some Soldiers are required to get weekly haircuts. The increase is not affordable for E5 and below.	Develop a plan offering monetary relief for enlisted Soldiers E1-E5, ordered to have weekly haircuts by their unit commanders.	Closed	

335-08	Childcare Services Waiting List	Childcare/Youth Services operates under AR 608-10 and the FMMC SOP, which provide for special situation exceptions. Unexplained exceptions create the perception that standards are not properly enforced. Because of this perceived unfairness, some Families feel they are forced to stay on the list longer and to seek expensive outside childcare.	1. Require that the FMMC SOP be made visible to families, and inform families that AR 608-10 is the applicable regulation, 2. Publish the waiting list on an accessible database for parents to check their status using a code system for confidentiality protection, 3. Document exceptions to the wait list publicly that result in status change.	Closed	1 recommendation attained; 2 and 3 recommendation- unattainable due to confidentiality protection
336-08	COLA-National Capital Region	Service members assigned to the NCR do not receive COLA. Goods and services in the NCR are more expensive than in other areas of the country. The higher cost of living in the NCR, which does not meet current criteria for COLA, causes financial hardship for service members and their families.	1. Initiate Cost of Living Allowance for National Capital Region, 2. Revise the Cost of Living Allowance threshold for the National Capital Region.	Closed	Not prioritized at HQ DA AFAP
337-08	Homeowner/PCS Hardships	Due to mortgage commitments a Service member (SM) who is PCSing may be unable to sell their home which could result in home foreclosures. This causes financial hardships thus jeopardizing the SM security clearance that affects the SM performance in turn affecting the mission outcome.	1. Require SM seeking homeownership to attend a mandatory counseling with a SME provided through their chain of command, 2. Counseling should include: educating on homeownership challenges, financial and impact, SM responsibilities of homeownership, and information on the Soldier and Sailor Relief Act.	Closed	1 recommendation- unattainable as installation level cannot mandate counseling; 2 recommendation attained
338-08	BAH-National Capital Region	BAH is currently inadequate and does not fully cover the cost of rent or mortgage in the NCR. This forces service members to either live in troubled neighborhoods or in areas with long commutes. This creates financial hardship as well as creating morale, readiness, and safety issues.	1. Develop additional leased government housing near military installations, 2. re-evaluate the BAH for the NCR to access how much BAH is appropriate to meet local rates and how they compare to other high cost of living areas on a national scale.	Closed	Not prioritized at HQ DA AFAP
345-08	Parking for Soldiers	There is inadequate parking available in the troop residential areas on Fort Myer. On-post resident vehicles and those vehicles parked for extended periods of time occupy the majority of the parking spaces. Therefore, commuting Soldiers are parking further away and illegally. With the construction of the new barracks there is an increased need for a parking plan.	Create a parking plan for Soldiers incorporating long-term and short-term parking areas.	Closed	Additional parking will be addressed in JBM-HH Master Plan.

346-08	Access to Electronic Medical Records	<p>Patients with AFHLTA (Armed Forces Health Longitudinal Technology Application) electronic medical records do not have sufficient access to those records. The record's data are important to monitoring of one's health and for rapidly informing physicians of existing conditions and medical background. Non-DOD caregivers do not have access to vital data, which the patient is unable to provide. Accurate and comprehensive medical data are critical for early diagnosis and treatment. Such data can save lives.</p>	<p>1. Make electronic medical records available to patients for download electronically and by print out, 2. Provide for access by patient-authorized physicians to the AFHLTA electronic medical records.</p>	Closed	Issue already being worked at HQ DA AFAP-active issue # 627
354-08	Childcare Availability for the FMMC	<p>Spaces for the CDC are inadequate to support the number of eligible dependents. The current CDC accommodates 338 children, however the excess demand list is currently over 350 and increasing. Financial and emotional hardships are incurred when the CDC cannot fully accommodate the number of FMMC applicants.</p>	<p>Provide additional childcare availability.</p>	Closed	Renovation of the temp CDC and building an additional permanent CDC.
355-08	Medical Protection System (MED-PROS)	<p>Army Service members who choose another Service Branch Medical Facility must provide a hard copy of their Medical Readiness Data in order to update their MEDPROS. This affects all Active Duty, Army Reserve, and Army National Guard service members. This responsibility is placed upon the Soldier to transport documents from one medical treatment facility to another. This negatively affects the Soldier's deployment status and the Army-wide mission.</p>	<p>Authorize all DOD Medical Treatment Facilities access and update capabilities to there MEDPROS.</p>	Closed	

358-08	Youth Certification Workshop at Fort Myer Fitness Center	Youth under the age of 16 are discouraged from using the fitness center. If you are 16 years of age you are not allowed to use the equipment at the Fort Myer Fitness Center. You are only allowed to use the indoor track and the racquetball court. Prohibiting the use of this facility may increase inactivity in our youth contributing to the nation-wide youth obesity crisis.	Implement youth certification workshop that allows use of the fitness machines by teens under the age of 16.	Closed	
359-08	Interactive Educational Program with Military Working Animals	Fort Myer has many military working animals with few opportunities for interactive learning experiences. Currently, a limited number of people are allowed to experience these opportunities. If open to a large number of people, a program like this could be beneficial to the local military and surrounding civilian community. This would allow them to learn about job opportunities involving animals in the military by demonstrating the animals' activities.	Implement a regularly scheduled interactive program for the public to learn about the animals and their jobs at Fort Myer.	Closed	
360-08	Marketing Fort Myer Teen Center	The majority of the youth on Fort Myer and the surrounding military community are unaware of the facilities and activities offered at the Fort Myer Youth Center. Better marketing of the youth center will result in positive, social and academic enrollment opportunities. The lack of use of the Teen Center results in money and time wasted which could have been used to enrich the Fort Myer community.	Create a marketing technique that makes use of direct and local media.	Closed	
403-09	Army Air Force Exchange Service (AAFES) Stores and Concessionaires Recall Notification to Customers	AAFES customers are not being informed effectively on site of recalled products previously purchased or consumed. Defective cribs, tires, coffee makers, etc. cause thousands of injuries each year. Non-disclosure of information may risk the health and safety of AAFES customers.	Require AAFES to post recall information prominently at entrance and at product locations.	Closed	

404-09	Defense Commissary Agency (DeCA) Recall Notification to Customers	DeCA customers are not being informed effectively on site of recalled products previously purchased or consumed. Non-disclosure of information may risk the health of DeCA customers. The welfare of the community and mission success is threatened by lack of this information.	Require DeCA to post recall information prominently at entrance and on product shelf location.	Closed	
405-09	Bedside Tables for Bedridden Hospital Patients	Flat top bedside tables limit bedridden patients' range of activity. Bedridden patients in a semi-reclining position are unable to perform a variety of mentally stimulating activities such as use of laptop computers, reading, writing and sketching. An enhanced range of activities improves patient recovery.	Provide bedridden patients with ergonomic tables (tilt tops).	Closed	Not prioritized at MDW AFAP- the commander for each medical facility is responsible for buying its own equipment.
417-09	Memorandum of Agreement (MOA) between Judge Advocate General (JAG) and Local Law/ Bar Associations	The JAG representation for Service members is limited to advisory roles in civil matters due to lack of manpower, funding and local licensing. Service members must seek all civil representation from civilian legal services. Additionally, civilian legal services may provide pro bono services to service members. Because there is no MOA with a local legal association, service members incur additional legal expenses.	Establish an MOA between JAG and local law/ bar associations to include pro bono legal services.	Closed	Engagement with the local bar associations to include pro bono work already in place.
418-09	High costs for Family Member (FM) Restorative Dental Care	Service members (SM) incur out of pocket deductibles for FM restorative dental care. Since dental care is unavailable for FM on CONUS installations, they must pay high out of pocket costs for medically necessary care off post resulting in undue hardship. The SM must choose between Family member dental health and financial health.	1. Provide dental services through installation clinics, 2. Eliminate/reduce cost share fees off post, 3. Create a medical flexible spending account for dental care like DA Civilians.	Closed	Not prioritized at MDW AFAP- the recommendation would more than double the present workload capacities at conus military dental clinics and or provide extensive government expenses for civilian dental not available at military dental clinics. This is considered to be unrealistic use of DoD resources.
422-09	Pay Disruption Notification System for Service members	Service members have no warning when pay disruptions are pending. Although, the Unit Commander Finance Report (UCFR) exists, they are not reviewed and returned in a timely matter. Service members are put in a financial crisis because of inadequate time to prepare for a non-payment.	Establish notification system to alert service members of pay disruptions.	Closed	Recommendation already in place

431-09	Exceptional Family Member Program (EFMP) Special Education Legal Consultant	Special education legal consultation is not available to EFMP Families on military installations. The EFMP Families pay out of pocket expenses for legal consultations, which leads to financial and emotional burdens. The lack of special education legal counseling could result in delay in placement of that special needs child.	Establish a legal consultant on every installation who is well-versed in special education law of that state.	Closed	Not prioritized at HQ DA AFAP- EFMP Families are entitled to Legal Assistance services under Army Regulation (AR) 27-3, however, AR 27-3 prohibits in-court representation in most circumstances. Implementation of the suggestion would require funding to create new position. Currently, a legal assistance attorney can advise EFMP Families on these matters, however they cannot generally represent them in administrative proceedings. Neither Legal Assistance attorneys nor the proposed Consultants could advise Families regarding disputes with the U.S. Government, specifically with DoD schools.
433-09	Medical Services for Autism Spectrum Disorders (ASD)	Across DOD, military medical providers inadequately screen, diagnose and treat ASD. Currently, about 5% of Active Duty Family members (FM) with autism receive Applied Behavior Analysis (ABA) therapy through the Extended Care Health Option (ECHO) program, the only TRICARE- recognized medical intervention. The ECHO program is not available for Families of retirees. Lack of TRICARE-funded ABA therapy and knowledge of ASD medical interventions by military medical providers results in: significant out of pocket costs; life-threatening, self-injurious, and aggressive behaviors by affected individuals; and deteriorating Family mental health situations.	1. Establish ABA therapy reimbursement rates to match local market conditions under ECHO program, 2. Provide autism training for military medical officers per current American Academy Pediatric (AAP) Guidelines, 3. Develop autism treatment centers at major Army installations, such as currently outside of Fort Benning.	Closed	Not prioritized at HQ DA AFAP- The workgroup felt that pediatricians were already doing an informal screening during well baby appointments. Additionally TRICARE cannot mandate network providers follow the same protocol that MTFs follow.
436-09	Recreational Hours for Teens Only	The Teen Center does not currently have the necessary space to accommodate the registered teens. There is a lack of recreational activities due to shared space. Because of limited age-appropriate activities, teens are less willing to attend and participate in the specified programs.	Extend business hours to include evenings and Saturdays for teens only.	Closed	Extended business hours not being utilized by teens.
437-09	Updated Teen Computer Lab	The teen computers are outdated, bogged down, and lack Internet connection. Current software is for young children. Due to the lack of computers teens cannot work efficiently and achieve academic excellence.	Allocate funds for updated computers and appropriate software.	Closed	

438-09	Fort Myer Military Community Skate Park	Soldiers and Family members do not have a designated place to skate at Fort Myer. Fort Myer Military Community has limited physical fitness facilities and activities for Soldiers and their Families. Due to the lack of a designated area, skaters are at risk for serious injury.	Establish a park for authorized skating, where Soldiers and Family members may bike, skate, and roller blade on Fort Myer.	Closed	There are skate parks that exist within a 15 mile radius of the installation. Parking information is available upon request.
500-02	Basic Allowance for Child Care	Active Duty Family members (ADFM) are forced to pay expensive childcare costs because there will never be enough on-post military child development center (CDC) spaces. Cost and availability of childcare for ADFMs varies widely among installations and regions. Some subsidies for commercial childcare are available to those who qualify, but are not sufficient to satisfy the ADFM needs. Additionally, utilizing commercial childcare is more expensive when duty requirements occur outside normal business hours. The present system creates an inequity between those who are fortunate enough to receive on post childcare and those who are forced to bear the financial hardship of using commercial childcare.	Enact a Basic Allowance for Child Care, similar to Basic Allowances for Housing and Subsistence to assist ADFMs who must use commercial childcare.	Closed	Not prioritized at HQ DA AFAP: National Association for Child Care Resources and Referral Agency (NACCRRA) subsidies are available to assist with childcare costs as long as the Client is using an eligible provider. Marketing for the NACCRRA could be better. It should be noted that NACCRRA is only available CONUS.
500-03	Internet Access for Inpatient Rooms in Military Hospitals	Military hospitals do not always provide internet access to inpatients. Patients in extended hospital stays can lose interest in many things, including their own recovery, which is counterproductive to the care given and resources expended. High-speed Internet access enables inpatients to communicate with Family members and maintain control of personal and financial responsibilities while expanding their world beyond the confines of their hospital room. Availability of Internet allows Service members to stay in contact with their unit, improve morale, provides incentive to recover and get back in the fight.	Provide Internet access in all inpatient rooms in military hospitals.	Closed	Not prioritized at HQ DA AFAP: Soldiers currently have varying degrees of internet access (free standing kiosks, wireless devices, smart phones, etc.) while hospitalized and greater access is currently being planned and implemented.



500-09	Repeat Offense Notification System to Sexual Assault Victims	Currently, there is no standard DoD consent form nor DoD linked database for sexual assault victims to be alerted if their alleged offender becomes a suspect in another case. Legally, the victim must sign a consent form in order to give permission to be notified. Existing databases are not designed to notify previous victims. Because victims may not feel comfortable coming forward alone, a DoD wide notification system could encourage more victims to convert their restricted report to an unrestricted report.	1. Create a DoD wide process that will give victims an option to be notified in the event of a subsequent offense by alleged offender, 2. Modify the existing DoD database by showing victim's consent to be notified, 3. Create a legal consent form giving permission for the victim to be notified.	Closed	Not prioritized at HQ DA AFAP: Notifying victims of a repeat offense by their alleged offenders has the potential to violate the privacy of victims who have elected Restricted reporting and could have negative secondary effects such as emotional distress. They may feel a false sense of responsibility for subsequent crimes. Notifying victims of repeat offenses may discourage future reporting of sexual assaults.
500-12	Soldiers' Assignments Based on Special Needs Family Members	When Soldiers do not have custody of their children, or divorce from the Exceptional Family Members (EFM) spouse, Human Resources Command (HRC) still coordinates their assignment as if their EFM will accompany them to future duty stations. Soldiers with EFM are required by DoD to enroll their Family members in the Exceptional Family Member Program (EFMP) for assignment coordination. HRC states if the Exceptional Family member continues to be enrolled in DEERS under the sponsors SSN, they are still considered an EFM and will be considered in the assignment coordination. Therefore, Soldiers may be assigned to a duty station that may not be in the best interest of the Soldier's career. This may affect	1. Change HRC requirement to allow a Soldier's Family members to be disenrolled from the EFMP database if that Soldier provides a court based divorce decree and proof of non-custody, 2. Ensure that EFMP disenrollment does not affect TRICARE ECHO enrollment.	Closed	Not prioritized at MDW AFAP

500-13	EFMP Update Processing Efficiency	<p>When Soldiers submit updated EFMP documentation to their local Medical Treatment Facility, the updating process is halted at the major medical commands, who code special needs data, due to a lack of coders. Although the Soldier has complied in a timely manner, the update takes several weeks to complete due to a backlog of coding requests. Starting SEP 2010, Soldiers with outdated EFMP information will be flagged under MEDPROS. The backlog affects Army readiness by flagging the Soldier, which prevents promotions, and assignments.</p>	<p>1. Increase the capability of major medical commands to efficiently process Soldier updates so that the EFMP information is accurate within 5 business days of submission by the Soldier, 2. Authorize coding responsibility at the lowest level possible to enhance efficiency of the process.</p>	Closed	Not prioritized at MDW AFAP
500-14	Parking in Summerall Parking Lot	<p>Currently, the number of parking spaces on Summerall parking lot are fewer than the number of personnel that need to park there. The problem is compounded when the lot is closed to special events. This encourages personnel to routinely park illegally or at inconvenient locations. This issue results in low morale of Soldiers and civilians and wasted law enforcement efforts.</p>	<p>1. During special events, block off or reserve only the needed amount of spaces (for the VIPs, retirees, and handicapped personnel) on Summerall or block off the Regimental (Annex) Parking Lot, 2. Repaint parking lines to better utilize space in Summerall parking lot, 3. Build parking garage in close proximity to Summerall parking lot.</p>	Closed	Parking is addressed in JBM-HH Master Plan.
500-16	Cost of Living Calculation	<p>The method used to evaluate the cost of living does not accurately reflect the financial requirements faced by Active Duty Soldiers and their Families. The process for calculating locality costs as per 37 USC 403b has not been changed for over 15 years. As a result, the old metrics do not reflect the true cost of living. The disparity between actual and calculated cost of living causes undue financial hardship on active duty Soldiers and Families.</p>	<p>Change the current method of calculating the cost of living to accurately reflect the current financial realities faced by Active Duty Soldiers and Families.</p>	Closed	Not prioritized at MDW AFAP. The issue was prioritized in the workgroup as 2 of 5, but did not recommend it be forwarded to HQ DA AFAP due to the current fiscal condition and the fact that a similar issue (Issue Number 633) had already been submitted to the HQ DA level and deemed unattainable.
<b>Key:</b> <b>Blue: Active Issues</b> <b>Pink: Closed Issues</b> <b>Yellow: Elevated Issues</b>					